



# Care Management Difference

AgeWell New York, a Managed Long Term Care and Medicare Advantage Health Insurance Plan, is dedicated to helping individuals receive the care management they need at home or in the community, working hand-in-hand with members, caregivers and physicians to coordinate a customized and coordinated plan of care.

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## How Does AgeWell New York Create a Plan of Care

- AgeWell New York’s Registered Nurses (RNs) perform the NYS-required and other clinical and functional assessments in the home to obtain comprehensive information on members’ health care needs.
- Each member is assigned a RN Care Manager, who takes a person-centered approach to planning for members’ health care and functional needs including:
  - Preventive health care;
  - Long term care services and supports;
  - Access to a wide range of providers and specialists; and
  - Access to support for independent living aligned with a member’s capabilities.
- For members with ongoing behavioral health needs or a primary diagnosis of a mental health condition, AgeWell New York assigns a Licensed Clinical Social Worker for ongoing care coordination. In certain cases, the LCSW may also serve as the Care Manager.
- We prepare a Person-Centered Service Plan (PCSP) for each member and copies are shared with the member and the member’s primary care physician, and others as requested. We keep family members and providers informed of the well-being and changing health needs.
- We assist the member and/or family members in scheduling physician and other provider appointments, and monitoring member adherence to medical orders and follow-up.

### Care Management includes:

- Identifying and providing options for a personalized care plan to help members achieve all their medical goals, working hand-in-hand with caregivers and physicians.
- Promoting safety and independence for members and their families, in the home and within the community.
- Encouraging physical activities and therapies to help members maintain a quality of life.
- Monitoring and observing changes in health and daily living and providing appropriate solutions.

## Roles and Responsibilities of the Professional Care Management Team

- Care Managers serve as the clinical leader of the Interdisciplinary Team (IDT) working on behalf of each member. IDTs can include LSCWs, the member's family, caregivers, primary care physician, other physician specialists, pharmacists, and other providers as relevant to the needs of each member.
- Care Managers are assigned to members first based on the primary language spoken by the member, and second based on the risk score or complexity of health care needs of the member.
- AgeWell New York care managers and other staff speak over 20 different languages. We also use the services of a language line company so that we are prepared to communicate in the language of our members at all times.
- The Care Management team performs its responsibilities in a culturally sensitive way, and in conformance with the Americans with Disabilities Act (ADA) guidelines.

## AgeWell Service Offerings Include:

- Providing information about our Consumer Directed Personal Care Assistance Program (CDPAP) to those who are eligible.
- Health education and wellness information to members and caregivers on an ongoing basis.
- Providing opportunities for members to engage in social, recreational and cultural activities that enrich their quality of life.
- Maintaining special Care Management teams for new members during an introductory period, members experiencing care transitions, and those who move into the CDPAP option.
- Maintaining a Hospital Transitions Team that communicates and facilitates with the discharge planners, social workers, PCP, providers, families, and facilities for safe discharges of our members.
- Providing application assistance to members for obtaining and renewing eligibility for the Medicaid Program.
- Providing a comprehensive network of providers who fulfill requirements for a MLTC network throughout our service areas. A directory of providers and CDPAP Fiscal Intermediaries can be found on our website. If members are interested in using providers not currently in-network, we will consider establishing contracts with new providers to expand access.

**For more information about AgeWell New York and to learn more about eligibility and enrollment in their Managed Long Term Care or Medicaid Advantage Plans, call 1-866-586-8044 or visit [agewellnewyork.com](http://agewellnewyork.com)**

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